



**Division of Prevention and Behavioral Health Services**  
Department of Services for Children Youth and Their Families  
State of Delaware

ADM 010		PERFORMANCE IMPROVEMENT	
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### I. PURPOSE

The purpose of this policy is to set forth the Division's commitment to the continuous improvement of the quality of care and services provided to its clients.

### II. APPLICABILITY

This policy applies to all DPBHS employees and contractors.

### III. POLICY

- A. The Division is committed to the goal of continuously improving the outcomes of care and service provided to clients and their families. This will be accomplished by continuous measurement, assessment and improvement of the performance of clinical processes and other processes involved in providing care and services to clients and their families.
- B. The Director of Prevention and Behavioral Health Services will appoint a Performance Improvement Chairperson who will assemble a committee with representation from Clinical Services Management, Quality Improvement, Intake and Assessment, Network Administration and a provider. The committee will include a physician.
- C. The Performance Improvement Committee is charged with development of an annual report to Division Leadership on the status of identified performance improvement projects.
- D. Improvement processes will be planned and implemented in collaboration with multiple care and service provider organizations.
  1. Input will be sought from all areas of the service system in designing the Division's approach to performance improvement.
  2. Each care and service provider organization and practitioner office will be required to have a plan for performance improvement.
  3. Efforts will be made to coordinate and align the improvement plans and efforts of provider organizations and practitioner offices with those of the Division in order to assure that improvement efforts are systematic and system-wide.
- E. Improvement processes will be planned and implemented at all levels of the organization and will include problem-solving efforts conducted in an ad hoc or informal manner at the operational level, as well as formal efforts by the leadership of the Division.

Staff at all levels will be encouraged to conceptualize problem-solving efforts as opportunities for performance improvements, and to initiate performance improvement activities in collaboration with supervisory staff and stakeholders in addressing the identified problem.